

Blue Granite Water Company



2021

Quarterly Performance Report 1st Quarter 2021

Contents

Billing Results

Call Center Performance

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Customer Billing

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	YTD
# of Bills Rendered	21939	21704	11430	55073	55073
% of Billing Accuracy	98.7%	99.6%	99.1%	99.1%	99.1%
Summary of Causes of Billing Adjustments					
Billed in Error	24	4	17	45	45
Rate Change	0	0	0	0	0
Wrong Bill Cycle	0	9	33	42	42
Wrong Customer Billed	0	1	0	1	1
Wrong Period Billed	17	4	4	25	25
Wrong Rate	1	0	0	1	1
Wrong Read	248	65	45	358	358
# of Billing Exceptions	258	410	752	1420	1420
Avg # of Days to Resolve Billing Exceptions	1.42	12.04	10.14	7.87	7.87

Call Center Operations

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	YTD
# of Calls Received at all Centers	2515	2717	2248	7480	7480
*Average Speed of Answer / Service Level	81.7%	78.3%	76.1%	78.7%	78.7%
Abandon Rate	2.1%	2.3%	2.9%	2.4%	2.4%
Longest Wait Time in Queue	0:05:45	0:06:20	0:06:38	0:06:38	0:06:38
Average Wait Time	0:00:33	0:00:39	0:00:43	0:00:38	0:00:38
Average Customer Treatment Time	0:06:44	0:08:51	0:10:38	0:08:44	0:08:44

*The Company is reporting against a Target Average Speed of Answer Service Level of 80% of all calls answered within 60 seconds of entering queue. The Company has been performing at this level since 01/01/2013.

Customer Complaints

Performance Metrics	Jan Actual	Feb Actual	Mar Actual	1Q21 Actual	YTD
# of Complaints Received	349	726	1893	2968	2968
% of Unresolved Complaints Issued Notice to Contact ORS	100%	100%	100%	100%	100%
Complaint Rate	1.58%	3.28%	8.54%	4.46%	4.46%
Types and Number of Types of Calls Received from CWS Customers					
High Bill Investigation	70	222	825	1117	1117
Air in Water	1	0	0	1	1
Clogged Sewer	13	40	66	119	119
Discolored Water	13	16	33	62	62
General Investigation	19	26	84	129	129
High or Low Pressure in the Water	27	38	78	143	143
Lawn Repair for Sewer Breaks	0	4	6	10	10
Lawn Repair for Water Breaks	0	2	24	26	26
Lift Station Problems	2	4	3	9	9
Mineral Amount in Water	1	0	0	1	1
No Water	81	74	123	278	278
Noise in Sewer	0	0	0	0	0
Odor in Sewer	4	0	3	7	7
Repair/Replace Meter Box	2	4	24	30	30
Repair Road	4	14	12	30	30
Sewer Main Break	0	0	3	3	3
Sewer Miscellaneous Complaint	8	28	15	51	51
Sewer Service Line Break	9	18	30	57	57
Taste or Odor in the Water	2	0	15	17	17
Water Quality	8	16	30	54	54
Water Main Break	13	22	30	65	65

Water Miscellaneous Complaint	15	28	93	136	136
Water Service Line Break	40	76	192	308	308
Test Meter	17	94	204	315	315

Complaints and Resolutions

Customer Name	Customer Complaint	Company Response	Resolution Date
G.P.	Customer complained that Blue Granite was sending bills for incorrect amounts based on incorrect meter readings. He stated his belief that his January bill would be underbilled by approximately 1,400 gallons and that his February bill would be overcorrected to compensate.	After receiving this complaint, Blue Granite conducted a physical review of the meter at the customer's home, and found it to be working properly. The Company also reviewed the meter reads as submitted for the relevant months in order to identify any irregularities that might have occurred. None were found that might explain the findings that customer mentioned in his complaint letter. The Company attempted to contact customer multiple times to discuss his concerns, but did not receive a call back.	3/3/2021
S.L.	Customer stated that Blue Granite failed to credit her account in the amount of \$70.20 past due dating back to October 2020. Customer submitted documentation purporting to demonstrate that the payment had in fact been made from her account to Blue Granite online.	After receiving this complaint and reviewing the documentation submitted by customer, a credit of \$70.20 was applied to her account.	3/3/2021
L.A.	Customer stated that she had not received a bill from Blue Granite since December, and the only bill she could view online had been paid. Customer stated she called Blue Granite and was told they were waiting to hear from her regarding the successful repair of a leak that was found at her residence causing higher bills. She stated that the Company also could potentially reimburse her for costs associated with	After receiving Customer complaint, Blue Granite reviewed her account. Due to the communication error regarding the leak repair, the Company decided to issue a \$500 adjustment for the water leakage for January and February. Any additional reimbursement for repair costs could only come with submission of a verifiable plumber's bill.	3/12/2021

	that repair if she completed a leak adjustment form.		
G.B.	Customer stated that he had not received a paper bill, and would only submit payment through a mailed check as he did not trust online payment submissions.	Blue Granite has not been able to determine why this customer has not received paper bill. The mailing address has been verified and no mail has been returned from the address marked "undeliverable". There is also no indication that the customer signed up for online payments that would have severed the mailing of paper copies. In multiple conversations, the customer has indicated his desire to disconnect his service, and has been provided the means for doing so. No such completed documentation has been received by the Company at this time.	3/19/2021
N.P.	Customer stated that she had not received her sewer bill for the past several months, and wanted to ensure to keep current with her payments.	After reviewing her account, Blue Granite informed Customer that the maintenance and operation of her sewer system was now the purview of Lexington County. Blue Granite had transferred operational control to the County at the start of 2021. Customer was then referred to the County's web site for addressing.	3/19/2021
J.G.	High bills.	A review of the customer's account did show an underbilling that took place in January 2021, but found that the corrective billing measure in February 2021 accurately reflected the total water consumed over the time period. This was communicated to the customer, and a \$25.00 one-time credit will be available for the inconvenience.	3/23/2021
C.F.	Customer stated that the Company failed to read the water meter on site, resulting in high bills.	A review of the customer's account did show an underbilling that took place in January 2021, but found that the corrective billing measure in February 2021 accurately reflected the total water consumed over the time period. This was communicated to the customer. The customer was also verbally abusive to a Company operator.	3/23/2021
S.B.	Missed meter reads leading to high bills	After a review of Customer complaint and customer profile, it was determined that she was overbilled by \$30.00. Her account was then credited that same amount.	3/23/2021
L.W.	Missed meter reads leading to high bills	After a review of Customer complaint and customer profile, it was determined that she was overbilled by \$20.00. Her account was then credited that same amount.	3/23/2021

B.M.	Customer stated that she did not receive a February 2021 bill, and that her online payment was not credited to her account.	Blue Granite received and reviewed Customer complaint. After ensuring that the proper payment amount was reflected, a \$0.50 credit was issued in order to bring her account to \$0.00.	3/24/2021
A.E.	Customer contacted ORS to complain about her bill being high after being out of town.	After a review of the customer's account, Blue Granite determined that while a mis-read of the customer's meter had occurred initially, a re-read was able to accurately account for the gallons consumed. The Company is also prepared to offer a \$40.00 credit to the customer.	3/24/2021
J.W.	Customer stated that her bill was too high for a single woman living only on social security and that Blue Granite was not reading her meter.	After reviewing Customer complaint, Blue Granite conducted an online review of her account and a physical test of the meter at her residence. The meter test indicated that the meter was in need of replacement. That replacement went ahead immediately and has now been completed. Additionally, the Company applied a bill credit of \$70.00 to Customer account to adjust her payments down to their monthly average dating back one calendar year. As a result, her balance owed for February and March is now in line with that average consumption.	3/30/2021
H.B.C.	High bills	After receiving this complaint, Blue Granite reviewed the customer's accounts. The physical master meter on the apartment building was tested and found to be failing to pick up lower-flow water amounts, resulting in consumption reports that were actually lower than they should have been. Additionally, the customer has not made a payment in almost 8 months, despite receiving sizable adjustments to their accounts by Blue Granite over the course of that time frame. The investigation into the complaint is on-going.	On-going
F.B.	Customer states that Blue Granite was not reading the meter at his home and that was responsible for his recent high bills.	After receiving this complaint, Blue Granite reviewed Customer account and is in the process of scheduling a test for the meter at his residence. A credit of \$50.00 has been authorized while the investigation continues.	On-going
P.H.	Missed meter reads.	Blue Granite has been made aware of a larger issue regarding meter reading in the Midlands service area. An investigation into it is on-going, and customer complaints stemming from it are being addressed individually. The Company will provide ORS with regular updates on the investigation.	On-going
A.B.	Missed meter reads.	Blue Granite has been made aware of a larger issue regarding meter reading in the Midlands service area. An investigation into	On-going

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V.S.	High bill complaint. Customer also requested that her meter be checked and that she be allowed to be present during that.	Blue Granite is working to schedule this test and resolve the customer's complaint.	On-going
G.C.	Monthly bill doubled	Blue Granite is working to resolve the customer's complaint.	On-going
M.D.	Missed meter reads.	Blue Granite has been made aware of a larger issue regarding meter reading in the Midlands service area. An investigation into it is on-going, and customer complaints stemming from it are being addressed individually. The Company will provide ORS with regular updates on the investigation.	On-going
A.O.	Missed meter reads.	Blue Granite has been made aware of a larger issue regarding meter reading in the Midlands service area. An investigation into it is on-going, and customer complaints stemming from it are being addressed individually. The Company will provide ORS with regular updates on the investigation.	On-going
M.H.	Missed meter reads.	Blue Granite has been made aware of a larger issue regarding meter reading in the Midlands service area. An investigation into it is on-going, and customer complaints stemming from it are being addressed individually. The Company will provide ORS with regular updates on the investigation.	On-going
T.B.	Customer stated that he did not receive a bill for February 2021 and that his March 2021 was very high bill	Investigation is on-going.	On-going